

## **Technical Exhibit 9**

# **Service Level Priority, Response, Escalation, and Resolution Definitions**

The purpose of this exhibit is to provide prospective Service Providers insight into the scope and complexity of this mission.

This Technical Exhibit describes the service level priority, response, escalation, and resolution times that USACE expects for all service requests. This service level matrix is intended to address requests for new services as well as recovery from service interruptions. This matrix along with other tools developed and employed by the Continuing Government Organization may be used in whole or in part to measure, evaluate, and make informed decisions regarding contract performance.

## **Technical Exhibit 9**

### **Service Level Priority, Response, Escalation and Resolution Definitions**

The priority of service levels shall be in four categories: Emergency, Critical, Non-critical and Scheduled. The user requesting the service will establish the service level priority.

**Priority of Service Levels** is defined as follows:

**Emergency:**

Life, health, safety or property is threatened. Affected users or system outages are global, national, regional or local. Impact to customers or mission support is grave.

**Critical:**

Life, health, safety or property could be affected. Affected users or system outages are typically global, national or regional. Impact to customers or mission support is substantial.

**Non-Critical:**

Life, health, safety or property is not affected. Affected users or system outages are typically regional or local. Impact to customers or mission support is minimal.

**Scheduled:**

Life, health, safety or property is not affected. Affected users or system outages are global, national, regional or local. Impact to customers or mission support is minimized.

**Response, Escalation and Resolution of Service Levels** is defined as follows:

|   | Priority 1<br>Emergency<br>(24x7)                      | Priority 2<br>Critical<br>(24x7)  | Priority 3<br>Non-Critical<br>(8x5)   | Priority 4<br>Scheduled<br>(8x5)   |
|---|--|---|---|--|
| Response time for initial callback to initiate resolution from Tier 1 or Tier 2 personnel | 15 minutes   | 1 hour  | 2 hours   | N/A  |
| Response time for periodic status feedback  | 1 hour   | 2 hour  | 4 hours   | 1 day  |
| Maximum technical escalation time   | If problem not resolved in 8 hours, escalate to Tier 3 | If problem not resolved, escalate to Priority 1 in 1 days if it now constitutes an emergency or to Tier 3 in 2 days | If problem not resolved, escalate to Priority 1 in 2 days if it now constitutes an emergency or to Tier 3 in 3 days | If problem not resolved, escalate to Priority 2 in 4 days if it is now critical or to Tier 3 in 5 days |
| CGO senior management notification time   | 1 hour   | 4 hours   | 1 day   | 2 days   |
| Problem Resolution Standard   | Work continuously until resolved                       | 12 hours  | 2 days  | 5 days   |

**Service Level Tier Levels** are defined as follows:

**Service Level Tier 1:** First responder (i.e. Helpdesk staff) and where all service requests are initially addressed

**Service Level Tier 2:** Internal specialized technical support (i.e. Communications specialist, Database administrator, VI specialist, CADD/GIS specialist, etc.)

**Service Level Tier 3:** External commercial technical support (i.e. Microsoft Hotline, Sun Microsystems, Cisco, Bentley Systems, ESRI, etc.)